



Visa

Valid Till

Aug 08, 2025

Contact

Phone

+971 505527429

Email

Sanaurrehman87@gmail.com

Address

Al Nahda, Sharjah

Nationality

Indian

Education

2018
B.COM
IGNOU

2014
INTERMEDIATE FROM CBSE BOARD
GOVT. BOYS SENIOR SECONDARY
SCHOOL

2011
MATRICULATION FROM CBSE BOARD
GOVT. BOYS SENIOR SECONDARY
SCHOOL

Skills

- Microsoft Office
- Time Management
- Customer-oriented
- Leadership

Language

- English
- Hindi
- Urdu

SANAUR REHMAN

Customer Service Representative

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Experience

May 2023 - Till now

EMIRATES INDIA INTERNATIONAL EXCHANGE(DUBAI)

Customer Service Representative

- Answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion. Maintained friendly and professional customer interactions.
- Proficient in exchanging 30 different currencies.
- To maintain records, prepares reports and performs work processing assignments & related clerical duties.

Dec 2021 - April 2023

BT GLOBAL SERVICES INDIA PVT LTD

Customer Support Executive

- Assisted customers by providing account information and solutions with their billing & Service issues.
- Offer additional lines and upgrades to generate the revenue of the business.
- Maintained KPIs improving customer satisfaction, such as high ratings, positive feedback, or repeat business.

Oct 2020 - Dec 2021

TELEPPERFORMANCE

Customer Support Executive

- Worked as a billing associate in Comcast (USA) to answering billing inquiries, resolving payment issues, or handling account disputes.
- Emphasize ability to listen to customer needs, identify opportunities to upsell, and recommend products or services that meet those needs

April 2019 - May 2020

IGT SOLUTION INDIA PVT LTD

Process Associate

- Assisted United Airlines customer on calls, E-mail & Chat for baggage issues.
- Settlement of domestic and international claims for baggage issues and processed travel certificates.
- Mentoring and collaborating with other employees to ensure the smooth operation.
- Awarded as a best performer on floor for maintaining highest customer satisfaction score.